CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:			
Classification Specification: <u>ACCOUNTING TECHNICIAN</u>			
Salary Range: AF25			
Position Description (Working Title): Customer Services Accounting Technician			
Incumbent:			
Location: Finance/Customer Services			

GENERAL PURPOSE:

Under the direction of the Customer Services Supervisor, the incumbent performs a full range of technical and analytical duties related to the Customer Services Department.

Work is characterized by a variety of difficult, complex and advanced level technical accounting and record-keeping duties. This position requires the incumbent to be able to comprehend, interpret and relay complex information relating to Cashiering (CLASS), Business Licensing (B/L) and other subsystems in the Customer Services Department. In addition, the incumbent is required to apply advanced skills with spreadsheet and database software in performing technical duties and preparing reports. The incumbent is frequently required to perform work in confidence and under pressure for deadlines.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assure overall Cashiering balancing requirements and services are completed as part of daily system balancing requirements.

Maintains components of financial records for assigned accounts such as utilities, business licensing, and accounts receivables.

Provide needs documents and audit trail of all cashiering activities and subsystems in relationship to overall bank deposits.

Troubleshoot the online system for resolution and implementation of new and/or revised procedures in relationship to Customer Service activities.

Provide technical expertise and assistance to resolve problems, provide information, and explain procedures with Customer Services employees.

Assure that all business license and renewals processing is completed according to set processing deadlines and within established time sensitive schedule.

Audit, balance, and assure timely and accurate posting of all daily payments. Identify, correct, and reconcile error items from various subsystems.

Balance the subsystem to general ledger monthly by uploading files and ensuring cleaning accounts are maintained daily.

Organize, prepare, and maintain records and reports such as Cashiering information between various areas of the City.

Update and maintain the system record base. Ensure Business License System history is controlled and secured for future retrieval.

Provide backup to customer services staff on phones, counter processing, and related duties as required.

Monitor and verify documents and invoices for payment or refunds.

Develop, prepare, and delivery training to Customer Service staff as necessary.

Create accounting spreadsheets to track financial activities, growth, and development of the Business License processing and other reports as requested.

May serve as backup for ordering City's office supplies, to include research and analysis of the best rates and services from vendors.

May serve as backup for maintaining inventories for stores, copiers, postage, and Kent wear; stocking citywide forms; and conducting year-end inventory.

Become familiar with, follow, and actively support the mission, vision, values, and behaviors statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

Position Description: Accounting Technician Page 3 of 5

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

 Procedures, policies, rules, and practices affecting the development maintenance and control of utility billing

- Municipal accounting system procedures
- Accounting principles, practices, and procedures
- Applicable laws, codes, regulations, policies, procedures, rates, and ordinances
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Modern office practices, procedures, and equipment, including personal computers and related software
- Quality customer service principles and techniques
- Methods, procedures, and terminology used in assigned accounts
- Recordkeeping techniques

SKILLED IN:

- Technical aspects of field of specialty
- Using practices of financial recordkeeping including computerized accounting systems
- Effective telephone techniques and etiquette to properly assist a diverse assortment of inquiries and individuals
- Effectively dealing with the public in sometimes hostile situations
- Effectively using interpersonal relations in a tactful, patient, and courteous manner
- Effective organization and expression of ideas through oral and written communications
- Proper research and analytical methods
- Computer billing systems
- Preparing clear and accurate records and reports
- Providing technical expertise and information regarding accounting principles, practices, and policies
- Processing payments according to established guidelines and procedures
- Applying and adapting established methods to various accounting transactions and problems
- Auditing and analyzing accounting data
- Performing complex mathematical calculations
- Establishing and maintaining cooperative and effective working relationships with others
- Plan and organize work to meet schedules and timelines
- Operating a personal computer and related software
- Researching and evaluating products for cost, quality and availability
- Determining and meeting the needs of internal and external customers

ABILITY TO:

- Operate a variety of office equipment such as calculator, computer terminal, copier, postage machine, and dispatch radio
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures
- Maintain and prepare records, files, and reports
- Work independently with little direction

- Understand and follow oral and written directions
- Work confidentially with discretion
- Effectively present information and respond to questions from coworkers, the general public, and vendors
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; apply these concepts to practical situations
- Define problems, collect data, establish facts, and draw valid conclusions
- Apply common sense understanding to solve practical and complex problems
- Analyze situations accurately and adopt an effective course of action

EDUCATION AND EXPERIENCE REQUIRED:

Education: Two (2) years of college-level course work in accounting, finance, or related

field.

Experience: Three (3) years of increasingly responsible experience in maintaining financial

records and statistics preferably in utility billing, including at least one (1) year

computer experience with mainframes, personal computers including

spreadsheet and Word Processing software, and computerized billing systems.

Or: In place of the above requirements, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities

listed above.

LICENSES AND OTHER REQUIREMENTS:

 Valid Washington State Driver's License, or the ability to obtain within thirty (30) days of employment

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment used include, but are not limited to, personal computer including spreadsheet, word processing software, and computerized billing systems, printers, multi-line telephone, calculator, fax and copier machines, postage machine, handcart and other appropriate software.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Description: Accounting Technician

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk and hear. The employee is frequently required to type on keyboard. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or move up to 50 pounds and climb a step ladder or step stool to retrieve records and supplies.

Page 5 of 5

Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

SIGNATURES:

Work is performed in a typical office environment, subject to multiple interruptions by phones and interoffice activities. While performing the duties of this job, the employee may be exposed to individuals who are difficult, irate, or hostile. The noise level in the work environment is usually moderate in the office.

Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director/Designe	ee Date

**Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 7/3/2007